



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HEIDELBERG
UNIT 29237
APO AE 09102-9237

IMEU-HEI-MWC

1 December 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

This memorandum expires two years from date of publication

1. References:

- a. AR 608-10, Child Development Services, 12 February 1990.
- b. Memorandum, CFSC-FSC, 31 October 1991, subject: Letter of Instruction (LOI) for Army Child Development Services (CDS) Central Enrollment Registry and Waiting List Policy.
- c. AR 608-10, Change 1, Child Development Services, 15 August 1997.
- d. Memorandum, IMEU-CO, 1 October 2002, subject: 26th Area Support Group (ASG) Command Management/Well-Being (CMWB) System-Memorandum of Instruction (MOI).
- e. Memorandum, IMEU-CA-RFS, 7 February 2003, subject: USAG Heidelberg Calendar Year (CY) 2006 Child and Youth Services (CYS) Fee Policies and Program Guidance.

2. This memorandum outlines CYS Registration policies that will provide one-stop registration procedures for all CYS programs/services, that will define the CYS registration requirements for families arriving in the USAG Heidelberg as Inter-Theater Transfers (ITTs) and/or Consecutive Overseas Tours (COTs), and that guarantee that children of deployed parent(s), who withdraw their child(ren) from CYS programs due to deployments, and are returning to the CYS program, will return to the same facility/program. These three policies are described in depth in the following paragraphs.

3. The CYS Registration policy enhances installation patron service by offering a seamless "one stop" location for all CYS registration procedures. Patrons who have the required information and documents to complete registration will be able to complete the registration process for all CYS programs/services in one location. CYS programs and services are defined as child development centers, family child care, school-age services, youth services, middle school/teen programs, sports and fitness programs, instructional programs/classes, outreach care and supervision options, and mobile CYS programs.

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

a. CYS CER will be responsible for all registration processes for all CYS programs/services. In addition CYS CER will be responsible for not only the registration for sports and instructional programs but also for the enrollment in sports and instructional programs. Each Garrison must determine the most efficient and family-friendly method of implementing registration procedures IAW this policy. Satellite registration sites may be established for customer service.

b. Each Garrison CER office will be open for customer service 0800-1600 hrs on Monday, Tuesday, Wednesday, and Friday. On Thursdays the CER office will be open for customers from 1200-2000 hrs. Patrons may choose to access CER services by appointment or on a walk-in basis. CER services will be available to patrons during the majority of the parental duty day hours.

c. Enclosure 1 is a process map of the USAG Heidelberg, CYS CER procedures. Enclosure 2 is a list of the CYS registration forms. After the patron signs in at the CER office, the CER staff will provide the patron with a program overview and conduct an intake interview and needs assessment. If applicable the CER staff will offer the patron information on CYS Outreach Services Resource and Referral programs (Encl 1, chart 5). Four critical decision points exist in the intake interview/needs assessment process. These decision points are space availability, identification of special needs, current health assessment, and current immunization records. If the appropriate program space is available, the immunization record is current, and no special needs are identified, then the parent can expect to complete the registration process in one stop. The parent can complete registration if the health assessment is incomplete and/or outdated, but the parent will be under a 30 day suspense to provide a completed, current health assessment.

d. The CER process is completed when the patron pays the appropriate registration fee, receives the CYS registration card, a USAG Heidelberg, CYS Parent Handbook, and a USAG Heidelberg Parent Fee Handbook. Parents can choose to pay the registration fee by either cash or check.

4. The CYS Patron Transfer Policy applies to soldiers and families arriving in the USAG Heidelberg as Inter-Theater Transfers (ITTs) and/or Consecutive Overseas Tours (COTs), who require full day Child Development Services or before-and-after School Age Services programs.

a. ITT and/or COT patrons will notify CER at their current duty station that they wish to be transferred onto the gaining community's waiting list. The losing and gaining CER offices will coordinate the paperwork transfer.

b. Patrons will in-process at the gaining CER office. The date of initial registration at the losing community will be used to determine placement on the appropriate waiting list. Patrons declining a space due to program preference will be placed on the preference for care list based on date of application in the gaining community. ITT and COT patrons will not displace the first 10% (freeze zone) of patrons already on the waiting list.

5. The CYS Deployed Patron Policy applies to parent(s) who have withdrawn their child(ren) from CYS programs/services due to deployment.

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

a. Children of deployed parent(s), who withdraw their child(ren) from CYS programs due to deployment, and are returning to the CYS program, will return to the same facility/program. The goal is that the child returns to the same space. The exception would be the child who is now older and would ordinarily transition to the next age group/program (e.g. infant to toddler). Deployed parents who are returning to the program will not be placed on a waiting list.

b. Children of a deployed soldier whose spouse voluntarily withdraws their children (e.g. returning to CONUS during soldier's deployment) and returns to the CYS program within 90 days of the withdrawal date will return to a space within the CYS system. This space may or may not be the same space, the same program, or the same facility that the children were in when withdrawn. These families will not be placed on a waiting list. If the family returns after 90 days, normal registration procedures apply.

6. The USAG Heidelberg Command Review and Analysis Program will track the progress of the implementation of the CYS Registration policy.

7. The USAG Heidelberg proponent is the Recreation and Family Support (RFS) Division, DSN 373-8422, FAX 06221-160387.

FOR THE COMMANDER:

2 Encls

1. CER Process Maps 1-5
2. List of CER Registration Forms

/s/

FREDRICK LEHMAN
Deputy to the Commander

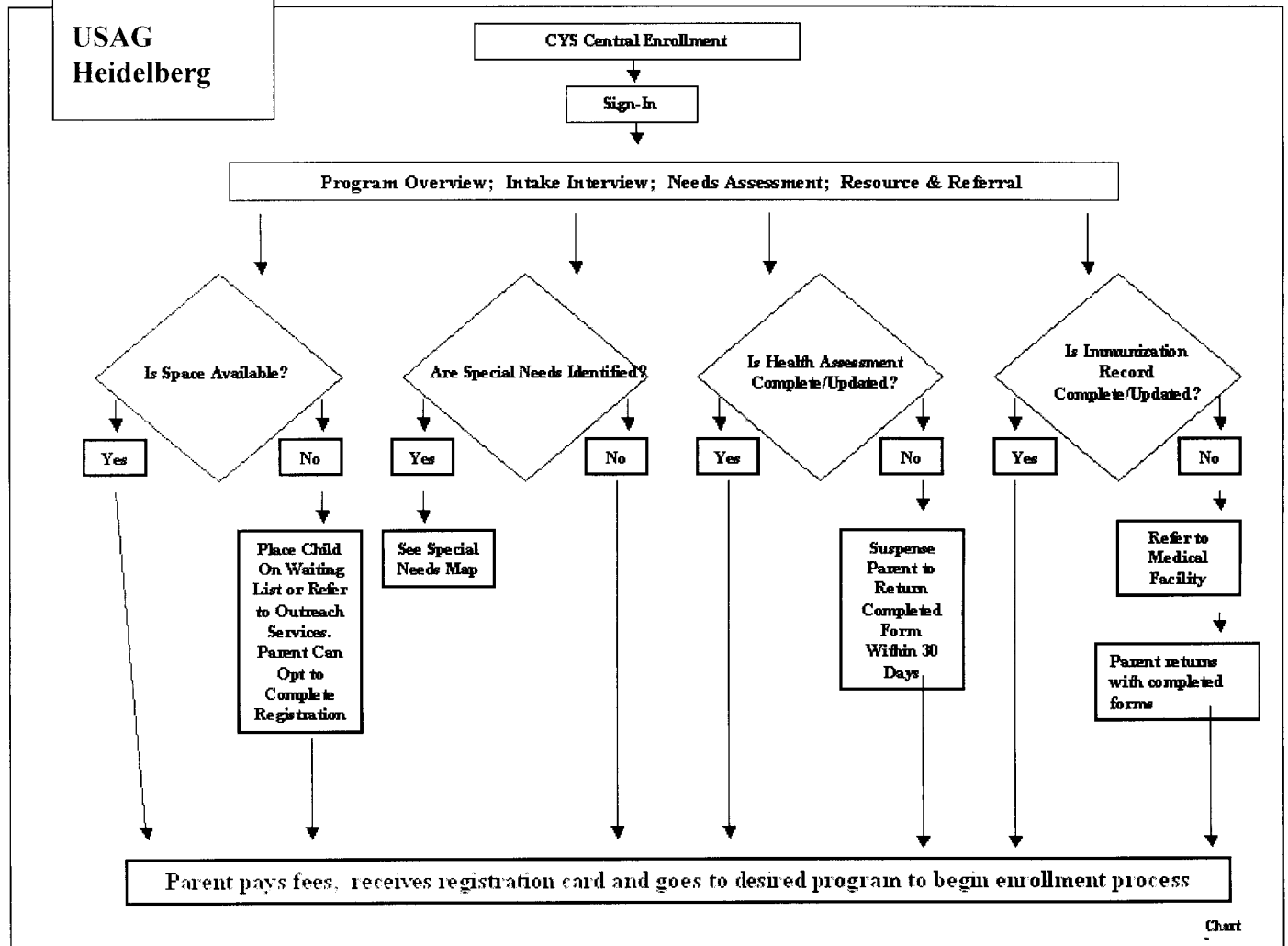
DISTRIBUTION:

A

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

Map 1

USAG
Heidelberg



Chart

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

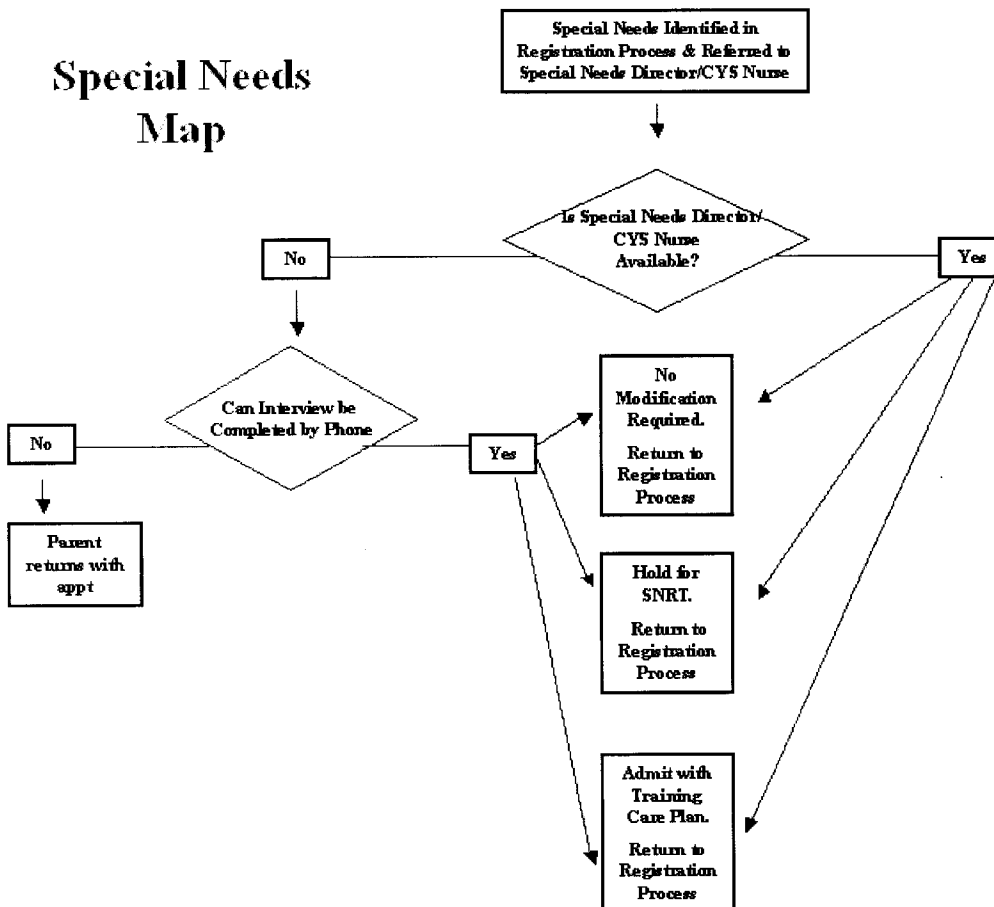


Chart 2

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

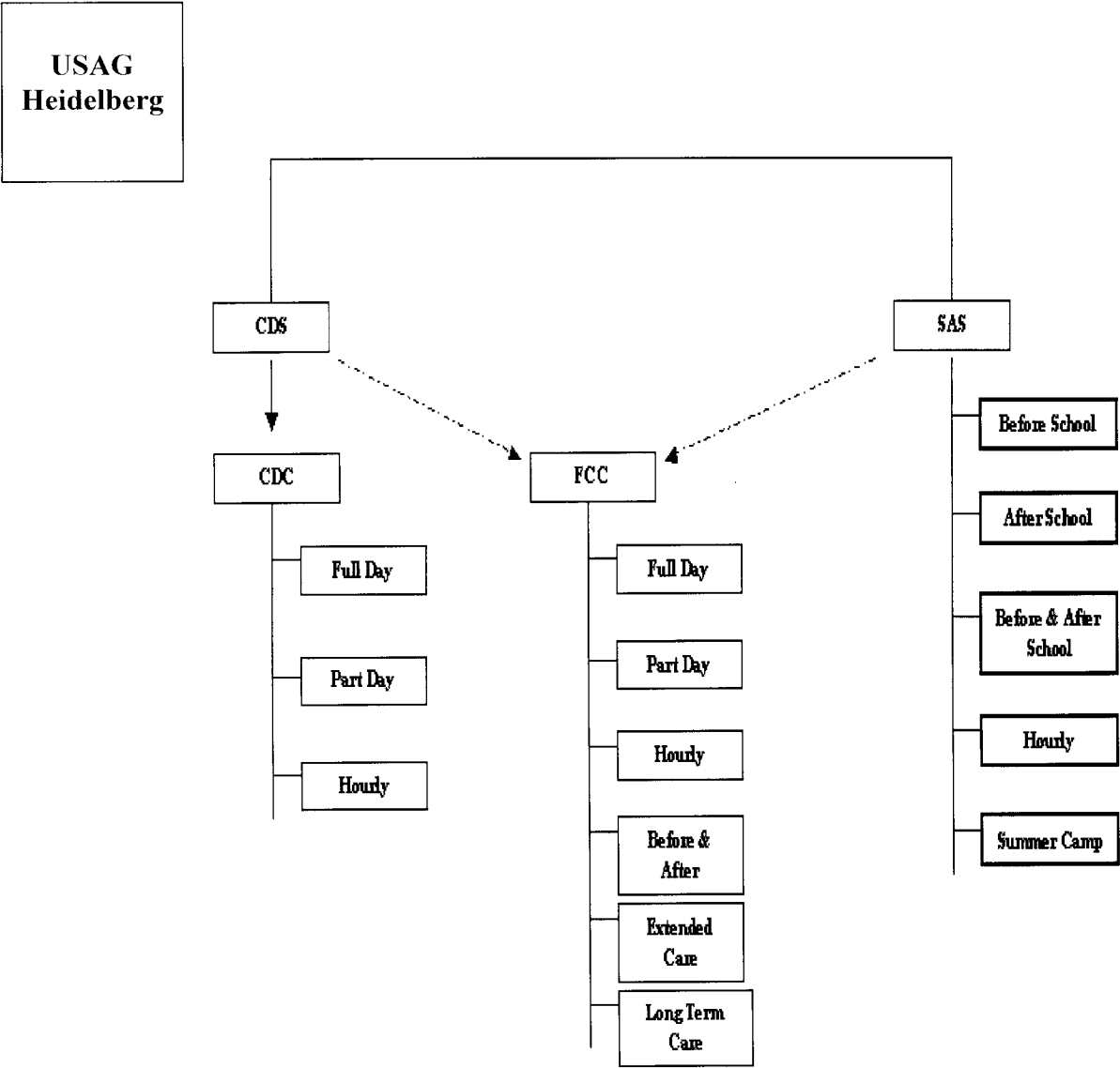


Chart 3

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

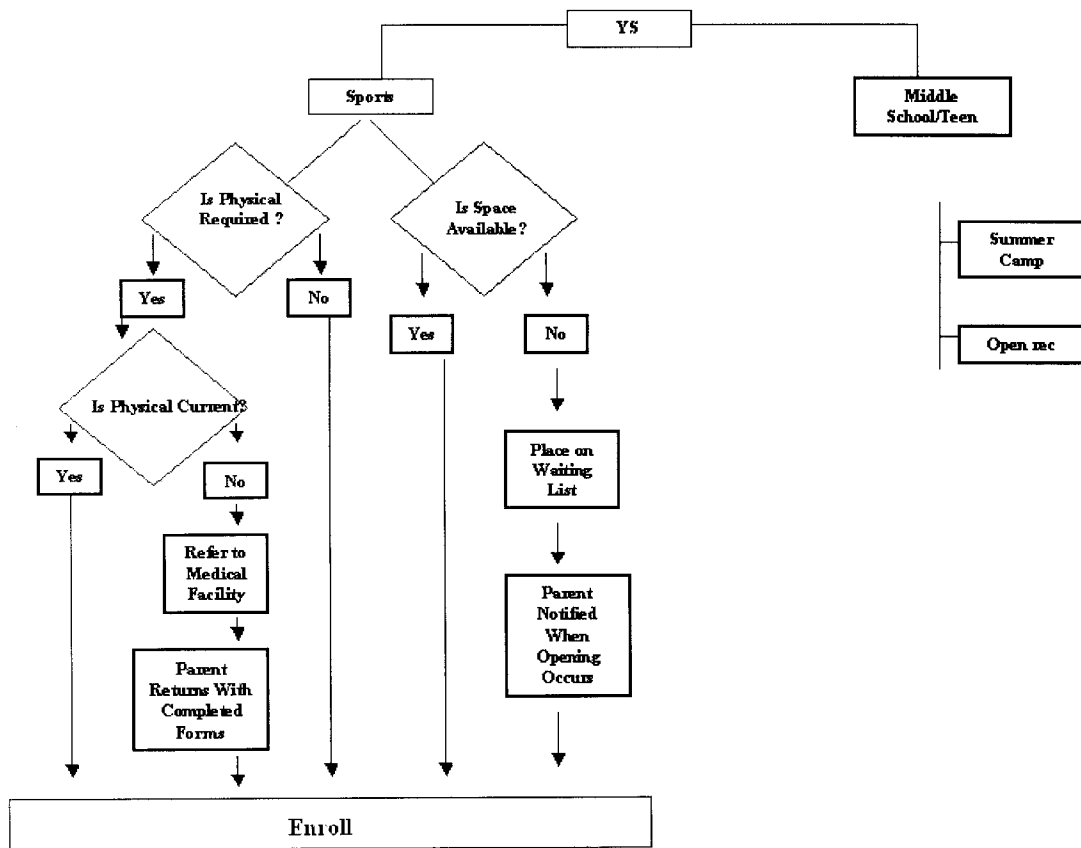


Chart 4

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services (CYS) Central Registration (CER) Procedures

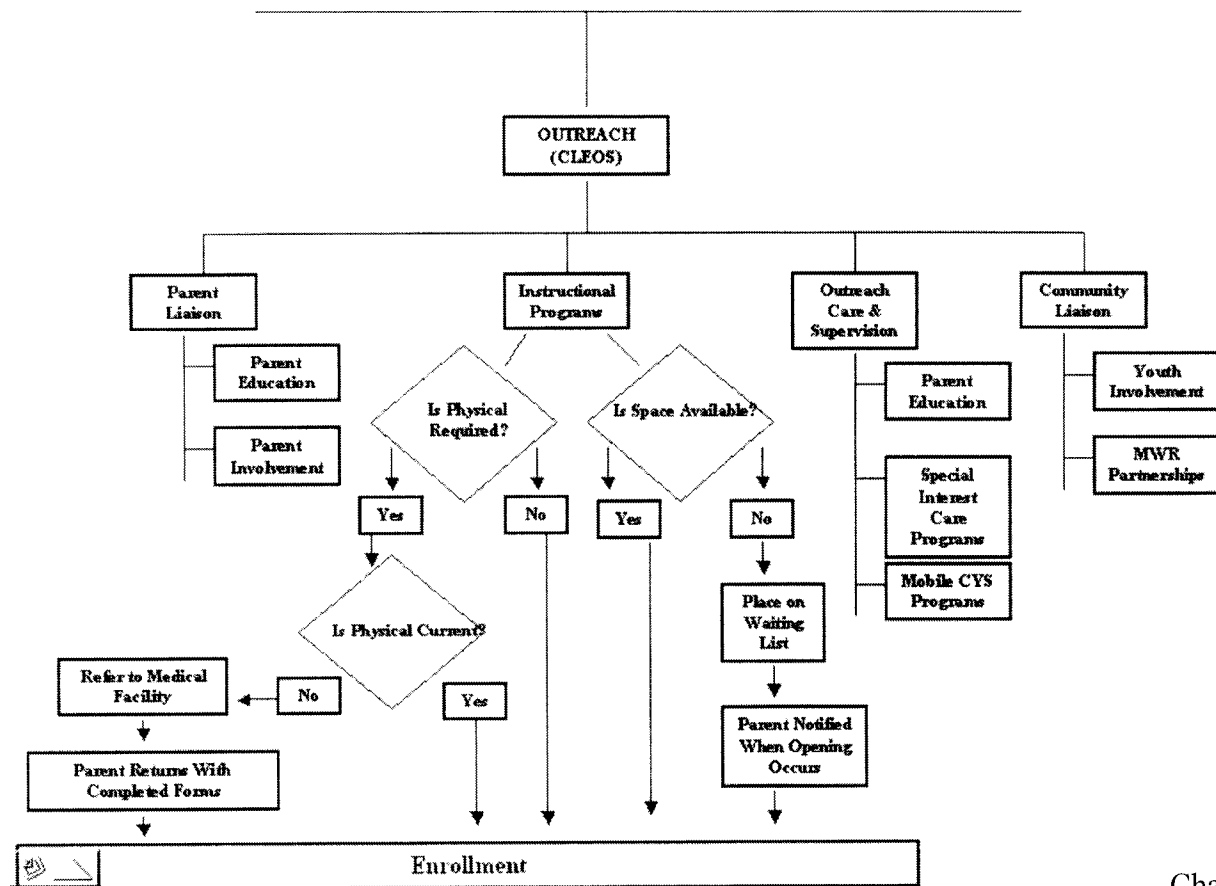


Chart 6

SUBJECT: USAG Heidelberg, DCA Staff Memorandum # 19A, Child and Youth Services
(CYS) Central Registration (CER) Procedures

| REGISTRATION FORMS | Darmstadt | Mannheim | Heidelberg | Kaiserslautern |
|--|------------------|-----------------|-------------------|-----------------------|
| Asthma Care Plan (if applicable) | X | X | X | X |
| CYS Registration Form | X | X | X | X |
| DoD Fee Application | X | X | X | X |
| Family Care Plan (if applicable) | X | X | X | X |
| Food Allergy Form (if applicable) | X | X | X | X |
| Health Assessment | X | X | X | X |
| ID Card | X | X | X | X |
| Immunization Record | X | X | X | X |
| LES | X | X | X | X |
| Orders | X | X | X | X |
| Parent Handbook | X | X | X | X |
| Social Security Number of Child | X | X | X | X |
| Special Needs Questionnaire | X | X | X | X |
| Waiting List Application (if applicable) | X | X | X | X |